

CLAIMS

1. In a telecommunications system, a method comprising the steps of:
providing a group of services that are accessible through a single phone number for a subscriber;
offering a first caller at the single phone number a first subset of the group of services; and
offering a second caller of the single phone number a second subset of the services.
2. The method of claim 1 wherein the first caller and the second caller provide information that identifies them as the first caller and the second caller, respectively.
3. The method of claim 2 wherein the first caller and the second caller provide personal identification numbers (PINs) that identify them.
4. In a telecommunications system, a method comprising the steps of:
providing via a single phone number a service for leaving a facsimile message and a service for adding a voice annotation to the facsimile message; and
calling the phone number to leave a given facsimile message and annotating the given facsimile message with a voice annotation.
5. The method of claim 4 wherein the method further comprises the step of providing recorded audio messages to callers to guide the callers in leaving facsimile messages and voice annotation.
6. In a telecommunications system, a method comprising the steps of:
providing via a single phone number a service for retrieving a voicemail message from a voice mailbox and an automatic callback service for calling a party that left a voicemail message; and

calling the phone number to retrieve the voicemail message from the voice mailbox and with the automatic callback service, determining a phone number of the party that left the voicemail message and calling the phone number of the party that left the voicemail message in response to the voicemail message.

7. The method of claim 6, further comprising the step of initiating the calling of the phone number of the party that left the voicemail message in response to a caller pressing a specified button on a keypad of a phone of the caller.

8. The method of claim 6 wherein the determining of the phone number of the party that left the voicemail message is performed transparently relative to a caller that calls the phone number to retrieve the voicemail message.

9. In a telecommunications system, a platform for providing access to multiple telecommunications services on behalf of a subscriber, comprising:

an interface for providing access to the multiple telecommunications services via a single phone number;

a voicemail system for recording voicemail messages for a subscriber; and

a speech recognizer for converting the voicemail messages into textual representations.

10. The platform of claim 9, further comprising a delivery mechanism for delivering at least a selected one of the textual representations to a destination specified by the subscriber.

11. The platform of claim 10 wherein the telecommunications system includes a printer and wherein the delivery mechanism delivers the selected textual representation to the printer.

12. The platform of claim 10 wherein the telecommunications system includes a facsimile machine and wherein the delivery mechanism delivers the selected textual representation to the facsimile machine.

13. The platform of claim 9, further comprising a paging subsystem for generating pages to the subscriber.

14. The platform of claim 9, further comprising a facsimile subsystem for recording facsimile messages for the subscriber.

15. The platform of claim 9, further comprising a routing subsystem for routing calls destined to the subscriber to alternative destinations.

16. In a telecommunications system having a platform for providing access to multiple telecommunications services including voicemail services, on behalf of a subscriber, wherein said platform includes an interface for providing access to the multiple telecommunications services and a speech recognizer, a method comprising the steps of:

providing a voicemail message that is stored for the voicemail service;

using the speech recognizer to translate the voicemail message into a textual representation; and

forwarding the textual representation to a subscriber-specified destination.

17. The method of claim 16 wherein the destination is a printer.

18. The method of claim 16 wherein the destination is a facsimile machine.

19. The method of claim 16, further comprising the steps of:

providing an additional voicemail message that is stored for the voicemail services;

using the speech recognizer to translate the additional voicemail message into a textual representation;

encapsulating the textual representation of the additional voicemail message into a common document with the textual representation of the voicemail message; and

forwarding the document to the subscriber-specified destination.

20. In a telecommunications system having a platform for providing access to multiple telecommunications services including voicemail services, on behalf of a subscriber, wherein said platform includes an interface for providing access to the multiple telecommunications services and a speech recognizer, a computer-readable medium holding computer-executable instructions for performing a method comprising the steps of:

providing a voicemail message that is stored for the voicemail service;

using the speech recognizer to translate the voicemail message into a textual representation; and

forwarding the textual representation to a subscriber-specified destination.

21. The computer-readable medium of claim 20 wherein the destination is a printer.

22. The computer-readable medium of claim 20 wherein the destination is a facsimile machine.

23. The computer-readable medium of claim 20 wherein the method further comprises the steps of:

providing an additional voicemail message that is stored for the voicemail services;

using the speech recognizer to translate the additional voicemail message into a textual representation;

encapsulating the textual representation of the additional voicemail message into a common document with the textual representation of the voicemail message; and

forwarding the document to the subscriber-specified destination.

24. In a telecommunications system that provides multiple services on behalf of a party, a method comprising the steps of:

receiving an event in the system while the selected party is on a call;

generating an audio message that informs the selected party that the event has been received in the system; and

playing the audio message to the selected party while the selected party is on the call.

25. The method of claim 24 wherein the audio message informs the selected party that a phone call for the selected party has been received in the system.

26. The method of claim 24 wherein the audio message informs the selected party that a voicemail message for the selected party has been received in the system.

27. The method of claim 24 wherein the audio message informs the selected party that a page for the selected party has been received in the system.

28. The method of claim 24 wherein the audio message informs the selected party that an electronic mail message for the selected party has been received in the system.

29. The method of claim 24 wherein the telecommunications system includes a phone line that is used for the call and wherein the playing comprises outputting the audio message over the phone line to the selected party.

30. The method of claim 24 wherein the telecommunications includes a platform for providing the multiple telecommunications services and wherein the method is performed by the platform.

31. The method of claim 24 wherein the audio message is played at a volume substantially below a normal speaking volume.

32. In a telecommunications system, a platform for providing access to multiple communications services on behalf of a subscriber, said platform comprising:

- an event facility for receiving events directed to the subscriber;
- an audio message generator for generating audio messages informing the subscriber of events received at the event facility; and
- an interface with a phone line over which the subscriber is conducting a call, to output audio messages from the audio message generator to inform the subscriber of the events that are received at the event facility.

33. The platform of claim 32 wherein the event facility receives an event that identifies receipt of a phone call for the subscriber.

34. The platform of claim 32 wherein the event facility receives an event that identifies receipt of a voice message for the subscriber.

35. The platform of claim 32 wherein the event facility receives an event that identifies receipt of an electronic mail message for the subscriber.

36. The platform of claim 32 wherein the event facility receives events that identify receipt of a page for the subscriber.

37. The platform of claim 32 wherein the event facility receives events that identify receipt of a facsimile message for the subscriber.

38. In a message storage facility for storing messages on behalf of a subscriber, a method comprising the steps of:

receiving a facsimile message for the subscriber at the message storage facility;

attaching an electronic mail message to the facsimile message; and

forwarding the facsimile message with the electronic mail message to the subscriber.

39. The method of claim 38 wherein the forwarding step comprises forwarding the facsimile message with the electronic mail message to a computer system.

40. The method of claim 38 wherein the computer system is specified by the subscriber.

41. In a message storage facility for storing messages on behalf of a subscriber, a computer-readable medium holding computer-executable instructions for performing a method comprising the steps of:

receiving a facsimile message for the subscriber at the message storage facility;

attaching an electronic mail message to the facsimile message; and

forwarding the facsimile message with the electronic mail message to the subscriber.

42. In a telecommunications system, a service node for providing multiple services on behalf of a party, said node comprising:

a facsimile messaging facility for receiving facsimile messages for the party;

an electronic mail facility for receiving electronic mail;

an attachment mechanism for attaching electronic mail to the facsimile messages; and

an interface for forwarding facsimile messages with electronic mail messages attached to the party.

43. In a computer system having an interface to a telephone network, a method comprising the steps of:

receiving multiple calls for a party, at least two of said calls being directed for different phone numbers of the party; and

generating a page in response to receiving the calls, said page identifying the calls and phone numbers to which the calls are directed.

44. The method of claim 43 wherein the computer system also provides voice messaging services for the party.

45. The method of claim 43 wherein the computer system also provides facsimile messaging services for the party.

46. In a computer system having an interface to a telephone network, a computer-readable medium holding computer-executable instructions for performing a method comprising the steps of:

receiving multiple calls for a party, at least two of said calls being directed for different phone numbers of the party; and

generating a page in response to receiving the calls, said page identifying the calls and phone numbers to which the calls are directed.

47. In a telecommunications network having a data processing system that provides multiple telecommunications services for a party, a method performed by the data processing system comprising the steps of:

providing a single phone number via which the services for the party are accessible;

receiving a call from a caller for the party;

in response to receiving the call, presenting the caller with service options that include call routing options and messaging options; and
receiving input from the caller.

48. The method of claim 47 wherein the input identifies a selection of a service option by the caller.

49. The method of claim 47 wherein the input is a passcode and wherein the method further comprises the step of presenting the caller with service options that are available to the party.

50. The method of claim 47, further comprising the steps of:
setting an override option that routes the call to a destination;
receiving a subsequent call for the party at the data processing system; and
routing the call to the destination without presenting the caller with service options.

51. The method of claim 1 wherein providing a group of services includes providing voice messaging services and facsimile messaging services.

52. The method of claim 1 wherein providing a group of services includes providing video messaging services.

53. The method of claim 1 wherein offering a first caller and offering a second caller include providing audible menus of options, and wherein the method includes receiving voice instructions from the first and second callers, and automatically selecting options based on the voice instructions.

54. The method of claim 1 wherein offering a first caller includes offering a service for paging the subscriber.

55. The method of claim 1 wherein the group of services includes conference calling features, wherein such conference calling features are not provided in the first and second subsets of the group of services.

56. The method of claim 1 wherein the group of services includes administration services for administering services provided to the subscriber, wherein the administration services are not included in the first and second subsets of the group of services.

57. The method of claim 1 wherein the first subset of the group of services includes providing a low volume announcement to a subscriber if the subscriber is in the process of a telephone call, wherein the low volume is lower than a normal speaking volume.

58. The method of claim 1 wherein the first subset of the group of services includes an urgent subscriber notification feature provided in a menu of the first subset of the group of services.

59. The method of claim 4, further comprising storing a video mail message, and wherein the service for adding a voice annotation permits adding a voice annotation to the video mail message.

60. The method of claim 4, further comprising providing a service for adding an electronic mail annotation to the given facsimile message, and electronically forwarding the given facsimile message with the electronic mail annotation.

61. The method of claim 4 wherein calling the phone number includes calling a local virtual network number.

62. The method of claim 4, further comprising paging a subscriber after receiving the given facsimile message.

63. The method of claim 4, further comprising providing a paging signal to a subscriber, wherein the paging signal includes an indication that the telecommunications system has received a facsimile message for the subscriber.

64. The platform of claim 9, further comprising a delivery mechanism for delivering at least a selected one of the textual representations to an Internet destination specified by the subscriber.

65. The platform of claim 9, further comprising an automated telephone number dialing system for automatically dialing a stored telephone number.

66. The platform of claim 9, further comprising a video mail system for recording video mail messages for the subscriber.

67. The platform of claim 9, further comprising an audible menu of options provided to the subscriber and a voice navigation system for permitting the subscriber to select menu options using voice commands.

68. The platform of claim 9, further comprising a billing system for billing the subscriber for converting the voice mail messages.

69. The method of claim 16 wherein the destination is an Internet address.

70. The method of claim 16, further comprising the step of providing a video mail message stored for a video mail service, and wherein using the speech recognizer translates an audio portion of the video mail message into a textual representation.

71. The method of claim 16, further comprising creating a billing record after forwarding the textual representation.

72. The method of claim 16 wherein the destination is a paging service.

73. The method of claim 19 wherein forwarding the document to the subscriber-specified destination forwards the document to an Internet address.

74. The computer-readable medium of claim 20 wherein the destination is a paging subsystem.

75. The computer-readable medium of claim 20 wherein the destination is an Internet address.

76. The computer-readable medium of claim 20, further comprising providing a video mail message stored by a video mail service, and wherein using the speech recognizer translates an audio portion of the video mail message into a textual representation.

77. The computer-readable medium of claim 20, further comprising creating a billing record after forwarding the textual representation.

78. The computer-readable medium of claim 24 wherein receiving an event receives an electronic mail message for the selected party.

79. The method of claim 24 wherein receiving an event receives a facsimile message for the selected party.

80. The method of claim 24 wherein receiving an event receives a video mail message for the selected party.

81. The method of claim 24 wherein the audio message is attached to a facsimile or electronic mail message.

82. The platform of claim 32, further comprising an automatic telephone dialing system for automatically dialing stored telephone numbers.

83. The platform of claim 32 wherein the event facility receives events that identify receipt of video mail messages for the subscriber, and wherein the audio message generator includes a stored message indicating receipt of a video mail message.

84. The platform of claim 32 wherein the event facility receives voice messages attached to facsimile or electronic mail messages.

85. The platform of claim 32 wherein the event facility receives events that identify receipt of electronic messages received via the Internet, and wherein the audio message generator includes a stored message indicating receipt of an electronic message from the Internet.

86. The method of claim 38 wherein forwarding the facsimile message includes forwarding the facsimile message with the electronic mail message to an Internet address.

87. The method of claim 38, further comprising attaching a video mail message to the facsimile message, and forwarding the facsimile message with the video mail message to the subscriber.

88. The method of claim 38, further comprising generating a billing record to a credit card or corporate account after forwarding the facsimile message with the electronic mail message to the subscriber.

89. The method of claim 38 wherein forwarding the facsimile message with the electronic mail message to the subscriber includes forwarding the facsimile message with the electronic mail message to a virtual network address.

90. The computer-readable medium of claim 41 wherein forwarding the facsimile message includes forwarding the facsimile message with an attached electronic mail message to an Internet address.

91. The computer-readable medium of claim 41, further comprising generating a billing record to a credit card or corporate account after forwarding the facsimile message with the electronic mail message to the subscriber.

92. The computer-readable medium of claim 41 wherein forwarding the facsimile message with the electronic mail message to the subscriber includes forwarding the facsimile message with the electronic mail message to a virtual network address.

93. The computer-readable medium of claim 41, further comprising attaching a video mail message to the facsimile message, and forwarding the facsimile message with the video mail message to the subscriber.

94. The service node of claim 42 wherein the interface forwards the facsimile message with the electronic message to an Internet address.

95. The service node of claim 42, further comprising a video mail facility for receiving video mail, and wherein the attachment mechanism attaches the facsimile messages to video mail messages.

96. The service node of claim 42, further comprising a video mail facility for receiving video mail.

97. The service node of claim 42, further comprising a billing system for generating billing records when the service node receives facsimile messages or electronic mail.

98. The service node of claim 42 wherein the interface forwards facsimile messages with electronic mail messages to a virtual network address.

99. The method of claim 43 wherein the computer system also provides video mail messaging services for the party.

100. The method of claim 43 wherein the computer system also provides voice navigation services for permitting the party to verbally select options from an audible menu of options.

101. The method of claim 43 wherein the computer system also provides conference calling services for the party.

102. The method of claim 43 wherein the computer system also provides electronic mail messages for the party.

103. The method of claim 43 wherein generating a page includes generating a page that identifies that the computer system has received a voice message, facsimile message, or electronic mail message for the party.

104. The method of claim 43 wherein the computer system also provides virtual network calling for the party.

105. The computer-readable of claim 46 wherein generating a page includes generating a page indicating receipt of voice messages for the party.

106. The computer-readable of claim 46 wherein generating a page includes generating a page indicating receipt of facsimile messages for the party.

107. The computer-readable of claim 46 wherein generating a page includes generating a page indicating receipt of video mail messages for the party.

108. The computer-readable of claim 46 wherein generating a page includes generating a page indicating receipt of electronic mail messages for the party.

109. The computer-readable of claim 46, further comprising providing a message to a virtual network address for the party upon receipt of a message for the party. --